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PATENT TRADEMARK OFFICE

Substitute for Form PTO 1449

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

Complete if Known

Application No.	09/518,916
Filing Date	03/03/2000
First Named Inventor	Andrew V. Lukas
Art Unit	3625
Examiner Name	James H. Zurita
Attorney Docket No.	1160216-0531073

Sheet	1	of	3
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U.S. PATENT DOCUMENTS

Examiner Initials	Cite No.	DOCUMENT NUMBER Number-Kind code ² (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		US-			

FOREIGN PATENT DOCUMENTS

Examiner Initials	Cite No.	Foreign Patent Document Country Code ³ -Number ⁴ -Kind code ⁵ (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶

OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS

Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T ⁶
	1	Information Disclosure Statement for 09/909,240, dated 02/24/2004	
	2	Information Disclosure Statement for 09/909,240, dated 07/29/2002, copy not available outside of PTO records	
	3	Original Application for 09/909,240, dated 07/19/2001	
	4	Information Disclosure Statement for 09/909,241, dated 10/18/2005	
	5	Information Disclosure Statement for 09/909,241, dated 02/11/2005	
	6	Office Action for 09/909,241, dated 06/04/2004	
	7	Office Action for 09/909,241, dated 12/10/2003	
	8	Information Disclosure Statement for 09/909,241, dated 07/25/2002	
	9	Original Application for 09/909,241, dated 07/19/2001	
	10	Information Disclosure Statement for 09/909,250, dated 11/19/2007	

EXAMINER SIGNATURE

James Zurita

DATE CONSIDERED

2/8/08

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter office that issued the document, by the two-letter code (WIPO Standard ST. 3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

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11	Office Action Non-Final Rejection for 09/909,250, dated 11/28/2007	
12	Office Action for 09/909,250, dated 04/17/2006	
13	Information Disclosure Statement for 09/909,250, dated 09/26/2005	
14	Office Action for 09/909,250, dated 06/22/2005	
15	Information Disclosure Statement for 09/909,250, dated 02/14/2005	
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21	Information Disclosure Statement for 10/679,192, dated 03/22/2004	
22	Information Disclosure Statement for 10/679,192, dated 03/12/2004	
23	Information Disclosure Statement for 10/679,192, dated 10/03/2003	
24	Original Application for 10/679,192, dated 10/03/2003	
25	Information Disclosure Statement for 11/686,812, dated 11/13/2007	
26	Original Application for 11/686,812, dated 03/15/2007	
27	Information Disclosure Statement for 11/746,767, dated 11/19/2007	
28	Original Application for 11/746,767, dated 03/15/2007	
29	Preliminary Examination report for PCT/US03/32194	
30	Written Opinion for PCT/US03/32194	
31	Office Communication for CA 2,366,194, dated 11/01/2006	
32	Office Communication for CA 2,366,507, dated 09/06/2007	
33	EPO Communication for EP 01130610.7, dated 07/18/2007	
34	EPO Communication for EP 01130610.7, dated 09/28/2006	

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	Art Unit		3625	
	Examiner Name		James H. Zurita	
Sheet	3	of	3	Attorney Docket No. 1160216-0531073

CONVERGYS CROSS REFERENCES

Examiner initials	Cite No.	
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		09/909,241 7,031,951 US2002-0116243 A1
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		10/679,192 US2004-0158480 A1
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	35	PCT/US03/31294 WO 2004/31948
	36	CA 2,366,194
	37	CA 2,366,507
	38	EP 01130610
	39	EP 01130611

Copies of Foreign Patent Documents and Other Prior Art submitted with Information Disclosure Statement dated with U.S. Application Serial No.

If additional copies needed, please contact patent attorney.

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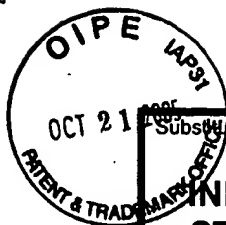
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Substitute for Form 1449B/PTO

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Sheet 1 of 1

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Application Number	09/518,916
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First Inventor	Lukas, Andrew V., et al.
Art Unit	3625
Examiner Name	Zurita, James H.
Attorney Docket No.	1160215.0531073

U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number Number - Kind Code ² (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant	Pages, columns, lines where relevant passages or relevant figures appear
JZ		US-2001/0032140 A1	10-18-2001	Hoffman	
		US-			
		US-			

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Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code ³ - Number ⁴ - Kind Code ⁵ (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant	Pages, columns, lines where relevant passages or relevant figures appear	T ⁶
JZ		WO97/44767	11-27-1997	Cook, et al.		
JZ		WO98/32107	07-23-1998	Padwa.		
JZ		EP 0 829 996 A2	03-18-1998	Brown, et al.		
JZ		WO00/29977	05-25-2000	Mukherjee.		

OTHER PRIOR ART -- NON PATENT LITERATURE DOCUMENTS

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JZ		Retro search results for Abandoned Shopping Cart Problem Article. 22 PP	
JZ		Ginger Koloszyk, Abandoned "Shopping Carts" Pose Major Challenge for Internet Retailers, July 1999, Pages 41-44, Stores. 41, 42, 44	
JZ		"Meet Lightspan - Lightspan's Management Team", http://www.lightspan.com/cgi-bin/ac , pages 1-3, April 18, 1996.	
JZ		"Meet Lightspan - Expanding the Learning Environment", http://www.lightspan.com/cgi-bin/ac , pages 1-4, April 18, 1996.	
JZ		Giuseppe Attardi, Antonio Cisternino, and Maria Simi, "Web-based Configuration Assistants", pages 1-9. P# 1, 3, 5, 7, 9, 11 ONLY	
JZ		Wendell Lansford, "Real-time interactive sales and services across the Internet: Optimizing the customer experience", Call Center Solutions volume 17 number 5, pages 54-59, November 1998. P 1, 3, 5 ONLY	

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James Zurita

Examiner Signature	JAMES ZURITA PRIMARY EXAMINER	Date Considered	2/8/08
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